

Supply Ordering and Shipping FAQ



1. How long after I place my supply order will I receive it?

- Allow 4-7 business days from the time you place your order. If an order is received after 3:00 PM ET it will be placed the next business day.
- Hawaii and Alaska should allow for a longer shipping timeframe (7+ days).

2. What is the current preferred method of ordering?

- Online – please visit www.clevelandheartlab.com/resources/order-supplies/

3. Why does the supply shipping box list Quest Diagnostics as the sender if the supplies are ordered for Cleveland HeartLab (CHL)?

- CHL is a division of Quest Diagnostics and utilizes their nationwide supply distribution network to better serve customers. The box containing the ordered supplies for Cleveland HeartLab will have a Quest Diagnostics logo.

4. Why was my supply order modified?

- Specimen supply orders that exceed average quantities or are not consistent with your ordering history will be reviewed and verified for necessity. If you are anticipating a change in your ordering pattern or you are ordering for multiple accounts, please contact the supply department at chlclientsupply@questdiagnostics.com or note it in the special instructions section of the online order form.

5. Should I stock supplies for an extended period time?

- When office space permits, CHL recommends stocking 30 to 60 days of supplies. Due to the limited shelf life of many specimen collection supplies, please regularly review and order supplies as needed. Supplies should be rotated to use the oldest supplies first and be regularly checked for expiration.

6. Should I use a separate small styrofoam box for each patient's specimen(s)? How many specimens should be packed in each medium-sized styrofoam box?

- A small styrofoam box will hold up to 3 patient specimens in their own separate specimen bags. It is not necessary to limit a small box to samples from a single patient. The medium box is designed for 4 or more specimens.

NOTE: See the packing and shipping diagram on page 2.

7. How many frozen ice packs are recommended per small styrofoam box to maintain refrigerated temperature? Per a medium styrofoam box?

- A small box is designed for 1 regular-sized frozen ice pack. In warmer months, 2 regular-sized frozen ice packs are recommended to ensure specimen integrity in case of delays. You may find you need to include fewer specimens when an extra ice pack is used. A medium box should include 2 medium-sized frozen ice packs. In warmer months, using 3 medium-sized ice packs is recommended.

NOTE: See the packing and shipping diagram on page 2 or 3 if necessary.

8. Do I need to ship urine for a patient in a separate biohazard bag than the blood?

- No, patient specimens should only be separated by individual and by different transport temperature requirements. When shipping urine, an aliquot from the urine cup should be transferred to the appropriate sealed urine tube for transport.

9. Does CHL supply 6 mL lavender-top tubes?

- No. CHL supplies lavender-top tubes of 4 mL.

10. Does CHL supply Navy Plasma tube labels?

- This is currently not an item that is available for order. Please use the standard tube labels and hand write the specimen type. eg NAVY PLASMA.

11. Does CHL provide dry ice?

- No, it is best to obtain dry ice from a local supplier.

12. If we do not have dry ice, can we use extra ice packs?

- No, frozen specimens will only maintain the appropriate temperature using dry ice.

13. Can I use supplies ordered through CHL for other labs?

- Specimen collection supplies provided by CHL are only to be used for the collection of specimens processed by CHL.

14. In what quantities are items shipped?

- a. The quantity of supplies varies based on each item. Contact CHL supply management at chlclientsupply@questdiagnostics.com with questions.

15. Does CHL provide pre-made supply kits?

- a. CHL does not provide pre-made kits. Supplies should be ordered on an item-by-item basis and assembled in-office.

16. Do styrofoam boxes come with ice packs?

- a. No, each item needs to be ordered separately unless you specifically order return service kits.

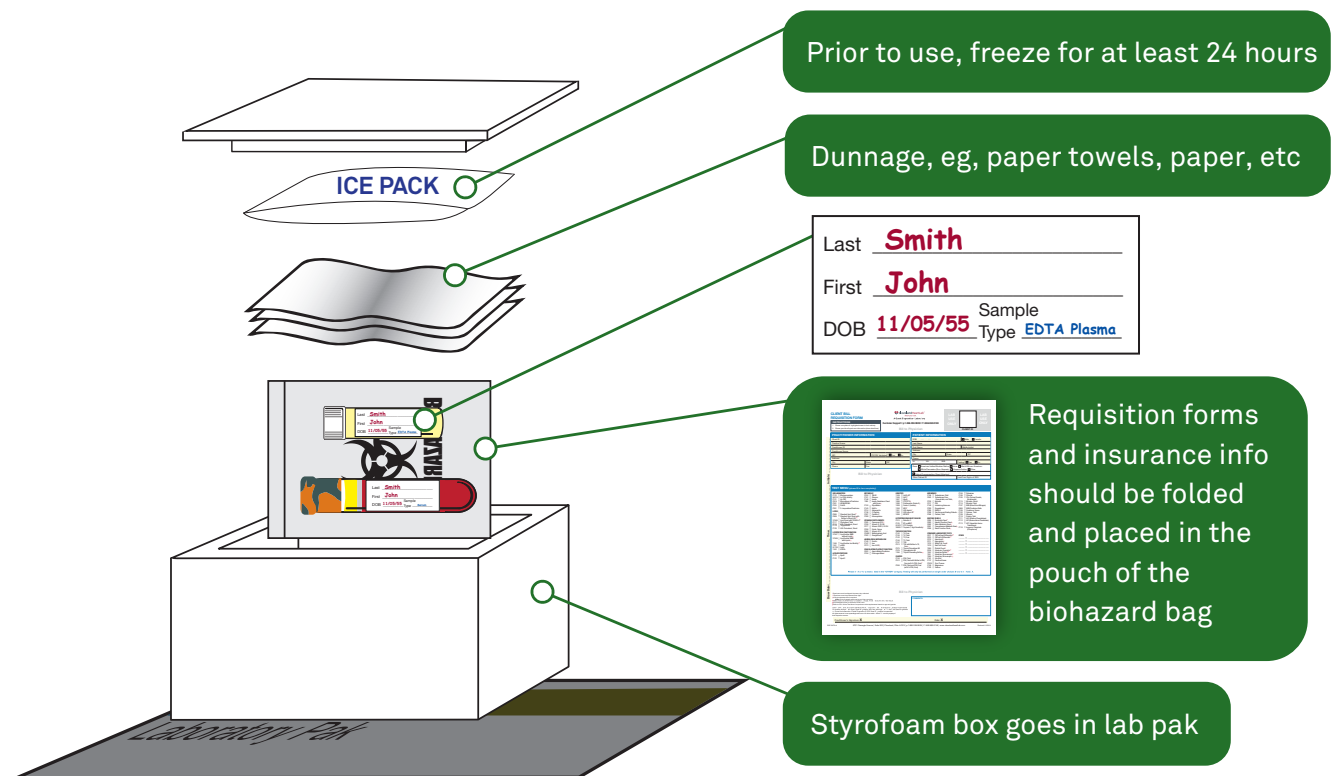
17. Why weren't my requisition forms received with my supply order?

- a. Requisitions are shipped separately from all other supplies. They will come in a separate FedEx® package.

18. Does FedEx® deliver supplies on Saturdays?

- a. No, per Quest Diagnostics policies, the warehouse ships packages via ground delivery Monday - Friday.

Packaging and Shipping Specimens and Requisition Forms: Small Box Packaging Example



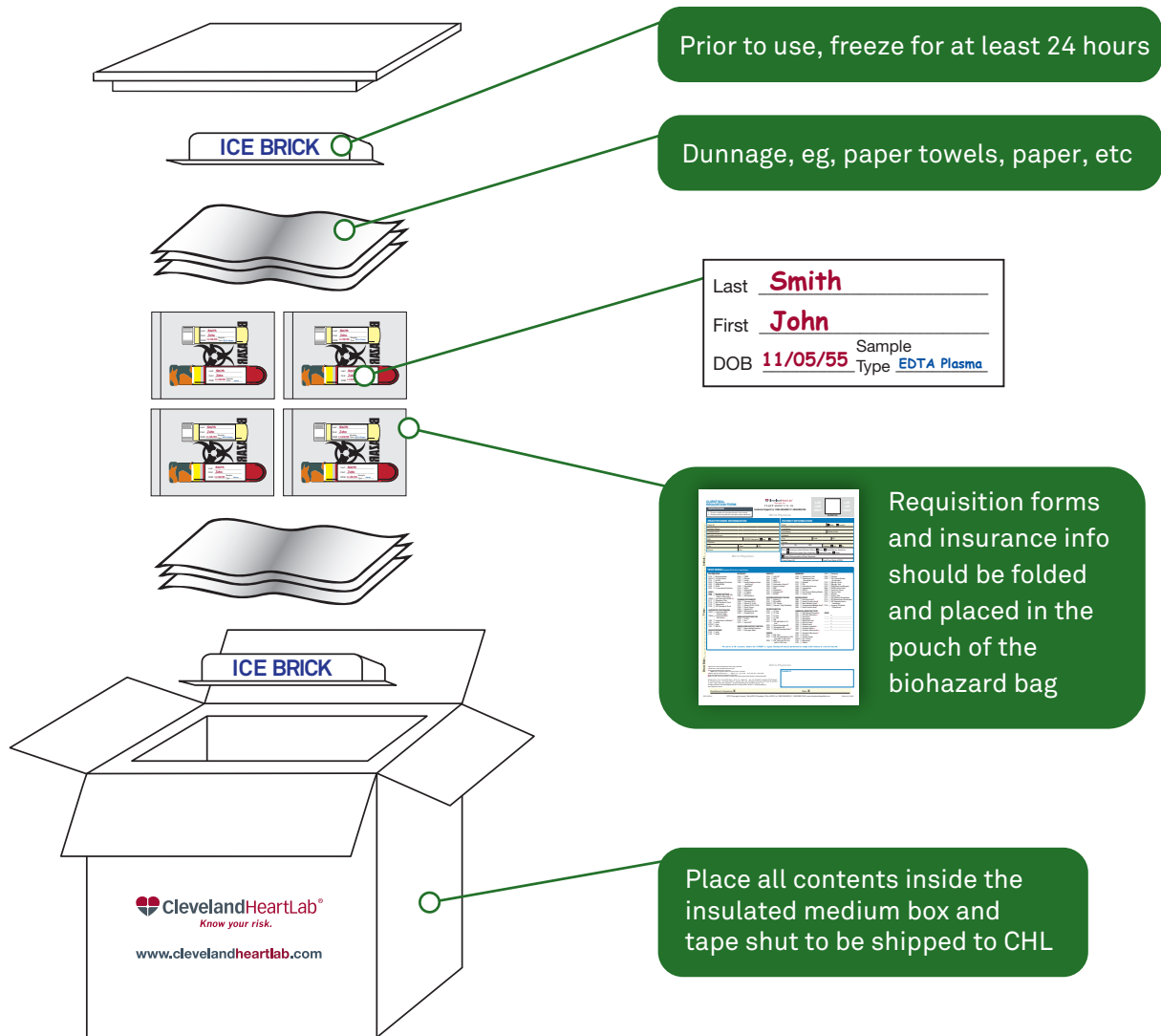
In warmer months, 2 regular frozen ice packs would be recommended to ensure specimen integrity in case of delays.

Small Box Packaging Instructions (used when shipping up to 3 patient specimens)

Specimens should be stored at 2 °C-8 °C after they are collected and processed.

1. Place specimen(s) in the biohazard bag. (1 patient per biohazard bag)
2. Place completed requisition (and insurance information if applicable) in the pouch of the biohazard bag.
3. Place biohazard bag in the styrofoam box.
4. Place dunnage (eg, paper towels) on top of biohazard bag.
5. Place a regular frozen ice pack on top of the specimen in the styrofoam box.
6. Ensure lid is secure.
7. Place styrofoam box into FedEx® Laboratory Shipping Pak.
8. Place FedEx® Next Day Air Label (Mon-Sat) on the FedEx® Laboratory Shipping Pak.

Packaging and Shipping Specimens and Requisition Forms: Medium Box Packaging Example



In warmer months, 3 medium frozen ice bricks would be recommended to ensure specimen integrity in case of delays.

Medium Box Packaging Instructions (used when shipping more than 3 patient specimens)

Specimens should be stored at 2 °C-8 °C after they are collected and processed.

1. Place specimen(s) in the biohazard bag. (1 patient per biohazard bag)
2. Place completed requisition (and insurance information if applicable) in the pouch of the biohazard bag.
3. Place biohazard bag in the styrofoam box.
4. Place dunnage (eg. paper towels) on top of biohazard bags.
5. Place 2 medium frozen ice bricks in the styrofoam box (one on the bottom and one on top of the biohazard bags).
6. Styrofoam box should be already placed in the CHL cardboard box. Ensure lid is secure.
7. Seal shut the cardboard box with shipping tape.
8. Place FedEx® Next Day Air Label (Mon - Sat) on the front of the CHL cardboard box.

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